

## CLAIMS

What is claimed is:

- 1           1. A method for establishing a connection with a user, the method  
2     comprising the steps of:  
3           receiving a request for agent contact from the user, wherein the  
4     request includes an identifier associated with a web page being viewed by  
5     the user;  
6           transmitting the identifier associated with the web page to an agent  
7     that will contact the user; and  
8           establishing a connection between the user and the agent.
- 1           2. The method of claim 1 further including the step of displaying  
2     the identified web page to the agent.
- 1           3. The method of claim 1 wherein the identifier associated with  
2     the web page identifies the web page being viewed by the user at the time  
3     of entering the request for agent contact.
- 1           4. The method of claim 1 wherein the request is received through  
2     a web server.
- 1           5. The method of claim 1 wherein the connection established  
2     between the user and the agent is a voice connection across a telephone  
3     network.



1           11. The method of claim 10 further including the step of  
2 displaying the identified web page to the agent.

1           12. The method of claim 10 further including the step of  
2 establishing a connection between the caller and the agent.

1           13. The method of claim 10 wherein the identifier associated with  
2 the web page is the web page uniform resource locator (URL).

1           14. The method of claim 10 wherein the step of transmitting the  
2 identifier associated with the web page to an agent further includes  
3 selecting an agent to answer the call.

1           15. The method of claim 14 wherein the agent is selected based on  
2 the identified information about the caller.

1           16. The method of claim 10 wherein the method is implemented  
2 in a call processing environment.

1           17. An apparatus for establishing a connection with a user, the  
2 apparatus comprising:  
3           a receiving mechanism configured to receive a request for agent  
4 contact from the user, wherein the received request includes an identifier  
5 associated with a web page being viewed by the user;  
6           a communication mechanism configured to transmit the identifier  
7 associated with the web page to an agent that will contact the user; and

8           a connection device configured to establish a connection between  
9   the user and the agent.

1           18. The apparatus of claim 17 further including a display  
2   mechanism configured to display the identified web page to the agent.

1           19. The apparatus of claim 17 wherein the receiving mechanism is  
2   a web server.

1           20. The apparatus of claim 17 wherein the connection device is  
2 further configured to select an agent to contact the user based on the  
3 content of the web page being viewed by the user at the time the request  
4 for agent contact is entered.

1           21. An apparatus for establishing a connection with a user, the  
2   apparatus comprising:  
3           means for receiving a request for agent contact from the user,  
4   wherein the request includes an identifier associated with a web page  
5   being viewed by the user;  
6           means for transmitting the identifier associated with the web page  
7   to an agent that will contact the user; and  
8           means for establishing a connection between the user and the  
9   agent.

1           22. The apparatus of claim 21 further including means for  
2   displaying the identified web page to the agent.

1           23. The apparatus of claim 21 wherein the means for receiving is a  
2 web server.

1           24. The apparatus of claim 21 wherein the means for establishing a  
2 connection selects an agent to contact the user based on the content of the  
3 web page being viewed by the user at the time the request for agent  
4 contact is entered.

1           25. A computer software product including a medium readable by a  
2 processor, the medium having stored thereon a sequence of instructions  
3 which, when executed by the processor, causes the processor to:  
4           receive a request for agent contact from the user, wherein the  
5 request includes an identifier associated with a web page being viewed by  
6 the user;  
7           transmit the identifier associated with the web page to an agent  
8 that will contact the user; and  
9           establish a connection between the user and the agent.

1           26. The computer software product of claim 25 wherein the  
2 sequence of instructions which, when executed by the processor, further  
3 causes the processor to display the identified web page to the agent.

1           27. The computer software product of claim 25 wherein the  
2 sequence of instructions which cause the processor to transmit the

